



City of West Allis

Legislation Text

File #: R-2017-0022, **Version:** 1

Resolution to create the Service Delivery Action Team relative to the 2017-2021 Strategic Plan.

WHEREAS, the City of West Allis has developed a 2017-2021 Strategic Plan which establishes goals, priorities, objectives, and strategies for the next five years to meet the needs of the community and the organization; and,

WHEREAS, Strategic Goal #1 - Image/Brand/Destination includes the following Strategic Action:

- 1-10 Expand opportunities for Seniors through external collaborations; and,

WHEREAS, Strategic Goal #2 Quality of Life includes the following Strategic Action:

- 2-6 Improve key service supports for the City's vulnerable populations (underemployed, homeless, impoverished); and,

WHEREAS, Strategic Goal #3 - Citizen Engagement includes the following Strategic Actions:

- 3-1 Create "City 101 Academy" to deepen citizen and stakeholder knowledge regarding city services and budget/plans/priorities, and strategic goals and outcomes/progresses of city-wide plan alignment.
- 3-3 Optimize strong partnerships with stakeholders to create new volunteer, employment and training opportunities.
- 3-4 Grow city-wide citizen-centered programs and services by cultivating strategic partnerships with local, regional and national businesses and organizations.
- 3-5 Expand access to City information through citizen focused city-wide communications and social media activities.
- 3-6 Create Virtual City Hall where citizens can access city-wide e-services, City publications, public reports, plans and meeting information, observe steps of City legislative/review processes (Legistar expansion and consistency) and make online payments.
- 3-7 Query and track citizens opinions and experiences regarding City services through Citizen Satisfaction Surveys; review and improve processes based on responses; and,

WHEREAS, Strategic Goal #4 - Economic Vitality and Sustainability includes the following Strategic Actions:

- 4-4 Actively engage citizens and community stakeholders to identify the areas/facilities/assets to market the City of West Allis as a leading place to start a business or relocate a business or public organization; develop and implement plan based on results.
- 4-5 Continue to develop city-wide technology opportunities and utilization of software to ensure efficient and effective use of government resources; and,

WHEREAS, Strategic Goal #5 - Excellence in Government includes the following Strategic Actions:

- 5-3 Create a streamlined citizen and business service environment city-wide, eliminating the need for citizens and stakeholders to go to multiple departments for City permitting, licenses, or other requirements and services.
- 5-5 Develop and Implement ongoing Operational Analysis/Audit/Alternative Service Delivery

Options/Organizational Structure Analysis; Review each process and related ordinance/procedure/practice to ensure they comport with actual activities and current best practices; eliminate or provide discretion to allow for continuous improvement activities; and,

WHEREAS, the 2017 City of West Allis Adopted Budget includes a Shared Administrative Services/Citizen Central Initiative; and,

WHEREAS, the aforementioned strategic actions and 2017 budget initiative are closely related and development of goals and related action items can be handled most efficiently and effectively together.

NOW, THEREFORE, BE IT RESOLVED that the Common Council of the City of West Allis endorses the creation of the Service Delivery Action Team. Members of the Team include an employee from each of the departments - City Administration (chairperson), Assessor, BINS, Clerk, Communications, Development, Finance, Fire, Health, Human Resources, IT/CFE, Police and Public Works. (Department Heads may appoint an employee from their respective department.) Subgroups may be utilized, as needed, to focus on specific objectives and may have additional members from the community and other employees.

BE IT FURTHER RESOLVED that the Common Council of the City of West Allis directs the Service Delivery Action Team to develop plans to implement and accomplish (in part or whole) Strategic Actions 1-10, 2-6, 3-1, 3-3, 3-4, 3-5, 3-6, 3-7, 4-4, 4-5, 5-3 and 5-5; and the Shared Administrative Services/Citizens Central Initiative consistent with the overall mission and vision of the City and guidelines provided in the 2017-2021 City of West Allis Strategic Plan.

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